

1207 Feaster Street
Whitmire, SC 29178
March 5, 2010

South Carolina
Public Service Commission
RE: *Utility Complaint* (form attached herewith)
101 Executive Drive
Suite - 100
Columbia, SC 29210

Dear Sir/Madam:

Attached is the formal complaint form with respect to **DUKE ENERGY CORPORATION**. The purpose of this letter is to provide *the additional information* under the section, **"concise statement of facts/complaint"**. The *best* way to give you a precise and concise view of my situation and circumstance is to give a **detailed** description and explanation of what has occurred with DUKE ENERGY, and why I believe it is necessary to file a *formal complaint* regarding DUKE ENERGY policies, practices & procedures. Also, enclosed are several supporting documents which substantiate my claims.

I assert and attest that the following description and explanations are true, accurate, and factual. I further attest that my beliefs, feelings, allegations, and accusations are logically based on my interactions, circumstances, and situation as a DUKE ENERGY customer. And that I have attempted to resolve these issue with the Office of Regulatory Staff on more than 3 occasions to no avail; ORS has talked with DUKE ENERGY and come back with a response that anything and everything they state is a fact and accurate (which is not true or valid).

☛ Initially I attempted to acquire electric service from DUKE ENERGY on or about October 27, 2008. I was very new to the area and did inquiry that lead me to the fact that DUKE ENERGY was **the only service provider** in the area. My first instinct was to think monopoly, but I desperately need electrical service so Duke was the only alternative to acquiring power.

At first Duke gave me a hard time in getting service because they told me that I had to have my circuit breaker turned-off in order for them to turn on my service. I tried to explain that the house had no circuit breaker and that the home had been vacant for approximately 13 years.

In addition to the house being vacant for 13 years, it was only electric power in the home that was r n with 110 wiring with a 100 AMP 4-fuse box. The description continues; that the fuse box with only 4 fuses was all wired to 1 fuse - including an ancient giant electric stove made by the

General Motors Corp.

Duke's *only* concern and consideration was for \$150 deposit, and not what they were turning power up to or on for . . . Or the trees, vines and weeds that were tangled around **too low** swinging power lines (which still exist). [**Q**] Duke has sent a contractor out once after I called, but all they did was cut down part of one tree limb. The potential dangers still exist, but I have no idea of the eminence.

Of course, there was no other alternative or choice, but to give Duke the deposit. I really had no problem with giving the deposit. I was new to the area, and had no relationship with Duke. My credit was not stellar, but wasn't dirt either. It was not unreasonable to ask for a deposit.

However, is not one's deposit suppose to receive interest and/or be held in an interest bearing account? By Duke's written submission on a receipt, deposits are to gather 3.5% interest (**S,N**). Whether it be a month or year? Whether it be \$.01 (one cent) or \$1.00? No interest was given on *initial* deposit! Should not that interest be credited to an account along with the base deposit amount? No interest was given! **Y**

I *initially* received electric service from DUKE from November 1, 2008 to March 17, 2009. I would assume that there should have been some minute or small amount of interest accrued during that time, and should have been applied to the bill. I have **never** received it. (**Y**)

During this time I had not been a faithful customer nor paid in a timely or punctual manner. This, I confess. There is no excuse for that, but there is an explanation. It was revealed that I was living in a 'death trap' . . . so it was necessary to correct the electrical wiring and parts to avoid burning in a fire as a result of the electrical wiring. This was of no concern to Duke, but if dead, Duke certainly could not get paid. The electrical system inside and outside was a dangerous, health hazard waiting to happen. During this time, I expended beyond my financial means to have the entire house re-wired + updated safety switches & outlets, and to have a circuit breaker box installed. However, to date, the 'dry rotten' & exposed wiring outside coming from the electrical meter has not been done. Is that my responsibility or Duke's responsibility? After spending \$2,000 (on a monthly payment plan - \$500), and trying to maintain payments on the current bill, I am unable to do that. Besides, as I stated earlier, there are many trees, vines and weeds growing around the wiring that comes from the house; this wire is so low hanging that I can reach it (I am 5'10"). DUKE has not been very informative about health, safety & dangers, but focus on money alone! "YES" . . . it is expected that one should profit, but not at the lives of

its customers. The only policy, practice or procedures I have ever been informed of^{is} related to money - not health, safety, codes, standards, etc.

My assertion and strong accusations is that DUKE ENERGY (as the only provider in this area) is taking advantage in every 'under-handed' and 'sneaky' way of the customers in this rural isolated community. This presumption, prejudice and bias regarding the 1,600 people in this area is based on DUKE false ideology & presumptions on the attitude and lack of knowledge of the residence of Whitmire.

On March 16, 2009, DUKE turned my electric service off. It was said that it was because of a past due amount and a return check. I am forced to accept full responsibility for an inadvertently returned check item. Once I learned of the error, I was able to communicate with my banking institution and have *all* fees (on their side) refunded. A mistake had been made. I had previously paid DUKE by check with no problem. When I contacted them to make good on the check & pay corresponding fees that they assess, too, I was told that it was their policy not to re-submit the check. FINE . . . If that really is their policy! I asked for^a short period of time to cover the check. I was told that they would only take cash and I would have to pay at a payment center; mailing a money order would not be fast enough to avoid my power being shut off; they wouldn't take another check by phone or over the internet. Paying cash was the only option available to me, but in order to secure cash, I would have to go to Newberry or Union to transform my checks into cash. As a result of my financial situation and the way DUKE only gives you 2 or 3 days to do what they say (i.e. **O**, **AD**) before imposing shut-offs, there was no way I could afford to get to Newberry before April 3, 2009. I would have to pay for a ride to Newberry (or Union) and then cash a check or withdraw funds. I couldn't take money away from the payment I need to give them to pay for a ride to get cash or a money order + fees. My finances on March 18, 2009 had quickly depleted on a fixed income after essential & survival items are paid. Here it was that I had the money to pay DUKE, but couldn't get to it to pay them. And DUKE was not in any negotiating mood. Even though my security deposit covered my total bill at the time (**\$**) and almost the total re-connection fee. On Friday, April 3, 2009, I could pay the entire bill + any incidentals that may have occurred. Still DUKE was not for negotiation or making any payment arrangements.

DUKE had no intention of trying to negotiate or establishing some arrangement with me to maintain my power. *"They were the **only** game in town & you had to play the game the way they said to play it."* The power was turned off some time before 9:00 a.m. on that Monday, March 16, 2007.

The security deposit (without interest) was posted to my account almost immediately

(March 25, 2009 **extra** billing statement generated) [**Y**] Billing statement Dec. 16 - Jan. 15 was misplaced during the time I was compiling this complaint & supporting documents.

As I stated previously based on my monthly income & *strict* budget, I contacted Duke on April 2, 2009 to have my service turned back on. Everything is operated by electricity, and I had been without power for 16 days. I knew my budgeting and could meet expectations and a small balance the next day - I prepared myself. We also discussed Duke's promptness in turning off power; their quick action to take my security deposit (**w/o interest**); and a small balance of \$71.17 which included late fees on several *final bill statement* (^{Adding & compounding LATE FEES} **Y, Z, AA**). HUH???

DUKE told me that they could not turn my service back on, but could start another account for me at the same service address. It didn't matter why! I could get no logical explanations. It didn't matter whether I disagreed! I needed service! I had been w/o power for 2 weeks. What could I do? It was finally told that I would need to pay \$100 deposit (**A, N, AC**) to turn the service on, and that I would need to pay \$64.90, also, and a remaining balance of \$71.17 would be added on to **new** first month billing statement. This would be required before serviced could be turned on. Since my SSD money had arrived earlier that day (what a miracle), and I had budget electric service re-connection at **\$185** minus transpo to Newberry (**\$10**) = **\$175** to DUKE. I immediately went to a payment center and paid a total of \$164.90 to DUKE. (**AC**) All other money for the month was accounted for besides that **\$10.10**.

This was the **most** reasonable DUKE had ever been! It was just my time finally for a blessing. The above items, directions & requests from DUKE was **the ONLY** agreement I made with DUKE, and the **only** promise and acknowledgements made! I thought that all the *negativity* was behind me . . . on to a **new start**. I was finally finished paying for all the electrical safety - except those that still exist outside the home which do not appear to be my responsibility.

Going under the assumption that DUKE would not lie, and I had re-wired the residence, I began a new service account with DUKE. I budget my finance ^{where} as I automatically would pay DUKE \$50/month all Spring & Summer in an effort to cover the \$71.17 promptly since I was told that it would ^{be} forwarded to my first billing statement. I was faithfully paying my personal budget amount, and maintaining a credit - paying the current bill & \$50 more. From April to September was my objective. Even though 2 of my bills stated "do not pay", and 1 had a credit (**B, C, D**) I was not comfortable with that and still paid after evaluating what was on my bill.

Within these 3 months of credit, I had met my objective to cover the balance DUKE had said

they would immediately forward. Although I was told to pay promptly, it took DUKE 4 billing cycles to forward that amount on my bill. (**D**) That is not my problem, but DUKE wanted me to pay a penalty or liability for their incompetence. I'm doing "*the right thing*" now no more imminent danger from faulty electricity inside the home - doing better than good, but without giving notice, warning or any provocation, DUKE now wants to change the agreement without my knowledge. They lied! When I went to pay my bill on Monday, August 3, 2009, I noticed that a balance appeared on my the receipt that I obtained from the payment agent. I couldn't believe it! I had paid my bill in full. I had paid my deposit requested in full. From my calculations and contemplation, I owed no balance.

This balance prompted me to call them to question what was going on. The inquiry turned into a debate. I was angry, upset and totally distraught! This is how I learned that without notice, warning, contacting me or provocation that now DUKE wanted additional security deposit. I know that they can ask for a security deposit; this is not the question or point. However, how can they randomly and arbitrarily just take my money without letting me know what there intent was. This is a "*shady*" business practice! I am to be given the opportunity to agree or reject another agreement. This is blatantly wrong! And to top this off as they say in all the disconnect noticed, that if you are carrying a past due amount, then a deposit or additional deposit may be required. WELL . . . I was **NOT carrying any type of past due balance at the time!** As a matter of fact, I was carrying an ongoing credit. (**B, C, D**) So . . . DUKE's practice and policy are to carry-out any procedure randomly that benefits them no matter whether right or wrong . . . as long as it benefits them for profit only and *destroys* customers. DUKE **unfairly** and **unjustly** added an additional amount into my account and offset my account my stealing money from my account to intentionally put my new service account into poor standing! There was no justification whatsoever to do this! I believe DUKE wanted to "*screw-up*" my account so they could cover-up their inconsistent & devious policy, practice, procedures, and incompetence!

I had been intentionally put into³ financial bind by DUKE. I don't care what happened previously; we were now under a new service contract agreement and negotiation. It is obviously unfair & unjust to arbitrarily make-up a new agreement without notify a customer. This notification should have included their justification for wanting more money for security. But how could they do that when the criteria they established in '*black-n-white*', I did not meet. I had no past due amount nor had I been carrying over a past due amount in order for DUKE to justify an arbitrary additional deposit w/o notify me in advance with justification stated in this communication. My only justified deposit had long since 3-4 months before.

There was no reason for them to do that. DUKE stated that I had to start all over & that is *exactly* what I had done!

When I called DUKE to try to get this mess cleared-up, of course they started with the same unreasonable & "money grubbing" mannerism, attitude, & practice that they always had prior. DUKE was more than unfair & unreasonable, and I could not make them listen at all. That was the most upset that DUKE has ever gotten me . . . why? Because a large corporation that has **single** power to provide **necessary** electrical power to a small isolated community **has LIED!**

NOW . . . I am constantly running \$50 + ongoing interest (late fees) on an amount that is bogus! My budget did not include DUKE changing our agreement in July/August 2009 without provocation. However, somehow (with God's blessing), I have managed to pay each month for every dime of power I have used (assuming that the meter is accurate & correct). **UNTIL** . . . 12/16/09 to 01/18/10 (due 02/15/10) billing period (**J**) when it appears that there was a rate increase, the weather was colder than normal, and heating was **all** electric. At this time, the **only** *alleged* balance was that \$50 'rip-off' + late fees on a balance that had no relationship to power usage or payment for service received. The next bill was high (**K**), also, but lower than the previous one, and by the time the bill for service date (02/15/10 - 03/15/10) (**L**) [due by 04/12], I had resumed a bill for service that was within my range of payment & affordability.

When I contacted DUKE (again) to find out about the rates, power consumption and what was going on, of course, I could not get a clear, concise or reasonable explanation. I was seeking assistance in maintaining an electric bill that was within my budget without getting ill or freezing to death. During this conversation, I was lead to believe that there were different rates applicable for customers. When I questioned this & wanted further information, I received a rate verification form in the mail subsequently. I filled it out completely and sent it back on or about March 1, 2010.

It must have been a miracle bestowed upon me because GLEAMNS (Human Resources Commission, Inc. - Weatherization Program) contacted me to begin weatherization assistance work February 23, 2010. It seemed that I had been on the waiting list for a very long time. I only wish that they had arrived before that astronomical bill (**J**) rather than after. This weatherization and insulation included a **real** heating system and a stove (range) hood. I was ecstatic about it! GLEAMNS contractors completed **all** work within 3 business days. It was wonderful! And to *my own* praise, the director (Ken McClendon) and field specialist (Joseph Hazel ^{*}).

* Mr. Hazel was the main liaison between GLEAMNS & myself on an ongoing basis.

made several comments on the work that I had done to save them money, time & labor; because I had caulked, taped & installed weatherization strips around windows, doors, cracks near the ceiling, floor, new outlets, etc. I believe that because without prior knowledge of their *slogan*, I also live by "*empowering people to help themselves*". I do not wait around for anyone to do something for me that I am able to do in a way that is not disadvantageous to my health. For you see . . . I had spent over \$300 to do as much as I could to conserve & preserve heating and energy w/o even knowing when or if I would get off the GLEAMNS waiting list or specifically what they could do for me other than insulating the residence. GLEAMNS amazement was also fostered by the age of the home the condition it was in relative to the draft measure they took (which improved more after they completed their work). Additionally, I would like to mention that I didn't know they could provide a definitive heating system for me outside of the 4 portable electric heaters I had been using; and that because I had re-wired the home was the only reason they could provide me with a genuine heating system. [Due to the dangers of a 4-fuse, 110-wired, 100 AMP fuse box]. Assistance from the GLEAMNS program **definitively** helped me! With the improvement in weather (except at nights) and the weatherization added to what I already had done, you can see a **noticeable** change in my usage & electric bill (**L** includes only 13 days after weatherization; **MM** includes all time after weatherization).

Subsequently near the end of March I was denied a rate change. I was told that I do not qualified. (Currently unable to locate that generated letter, but it has not been thrown away; just temporarily misplaced.) I strongly disagree with this!

The only thing that DUKE does for you within the realm of customer service and assisting in conserving energy is constantly sending coupons for Compact Florescent Lights. Sending CFL coupons are a waste of resources, energy & money! I keep giving them away or throwing them in the garbage. I bought a dozen-pack of CFL's in December 2008. I still have 6 left and the GLEAMNS program gave me a six-pack. I now still have 12 CFL's. Due to the long life of CFL's, I need no more! Why keep sending them? Wasting resources! I have requested DUKE to stop sending them . . . may I ask you to reiterate? If DUKE wanted to help me conserve & preserve energy, then they should send coupons for **significant** saving on a new electric hot water heater (although GLEAMNS installed insulation around this very old one); or an energy efficient stove; a discount-coupon for finishing the dirt floor basement (this would go well with the insulation GLEAMNS put on the floor boards (ceiling) in the basement); or discounts on Corning insulation

[primarily R-13 I could use now after GLEAMNS came] . . . something **genuinely** useful to me (and other customers); not something that even the poorest of individuals in this rural community doesn't need; coupons & discounts that **genuinely** help with energy saving, efficiency, conservation & preservation; not useless garbage!

Furthermore, DUKE has been sporadically **cheating me** with regard to late fees. First of all the disputed **extra \$50** charge is in question, but even with that DUKE is randomly making continuous, but sporadic **errors** with late charges. I feel like they are using me to make up for some deficit in money they are trying to make-up for. If they are doing it to me . . . how many other customers in Whitmire are they doing it to?

EXAMPLE: my bill for service dates Nov. 13, 2009 to Dec. 16, 2009 (33-day period) - bill dated 12/17/09 - due 01/11/10 (**I**) I was charged \$1.54 late fee. Even if I was disputing that \$50 [+the late fees], the late charge should be \$.77 (seventy-seven cents); not \$1.54. This is **ALSO true** with the current bill I received today (another overcharge - sneaky theft). Again, even if I weren't disputing that \$50 [+late fees], this late charge should be \$3.70 **MM** and not \$10.74. What's wrong with DUKE's math calculations? 1.5% interest on late fees are what they say & state, but late fees are randomly calculated at their own discretion at the time. I've noticed no more over charges, but I want EVERY dime I am due . . . just like DUKE wants EVERY dime owed to them! How many other customers are they cheating? I shall continue to review & scrutinize all my bills (past & future).

I want to state that only the 2 months of EXTREMELY high bills (**K,L**) did I not pay my entire bill; and 1 month that I generally could afford to pay the bill, my income changed due to a **dramatic** change in health care premiums & this new health care bill. (**K,L,P₁,P₂**) As you can see that after bank fees and food, I was unable to pay. I discussed this with DUKE as best I could without telephone communication. My telephone went out due to the month of March 2010 **unforeseen** temporary income change with a reduction (see dates **P₁ P₂**).

BUT . . . with the reduction in income, I was able to manage \$150 payment to DUKE (April 3, 2010). There were several other important things that were priority, but I was not able to fulfill them all. Then . . . on April 12, I received a disconnect notice. I remembered the **horrors** from last year! DUKE gives you **ONLY TWO (2) DAYS** before turning off your power (**O, AD**). I was confident that in the way DUKE does business that they would turn-off my electrical service. SO . . . Being new to the area, I had to search for help in meeting my needs. (When I was able to use a neighbor's phone to discuss the matter to them that my next

6 months of bills would be low and I could realistically reduce any balance, DUKE **flatly refused** to making any payment arrangements). All they wanted was \$31.85 I was *alleged* to be past due, or they would turn electric service off as scheduled. I spent all morning at the Dept. of Social Services for some resolution to my situation; I was seeking \$31.85 so I could keep my electric service on. As a result of my **unique** circumstances, DSS (welfare) agreed help me with my power bill. I was awarded a one-time assistance grant of \$100. DUKE now received \$250 in April 2010. DUKE can slowly & surely deceitfully cheat you, but you can't get a break with them (at all) to make payment arrangements.

And since I can not get a reasonable, honest or straight answer or assistance from DUKE, nor can I get them to agree to some-type of "*budget payment plan*", I have re-examined and re-done my budget with this reduction in income. I weighed all the issues and while my bill is going to be low for the next 6 months, I have outlined a bill payment plan that I know I can live with. I have **calculate my average or medium electric usage over the last 12 bills**. This is **\$71.47**; my average municipal rate was **\$3.51**. $\$71.47 + \$3.51 = \$74.98$. I shall budget a payment of \$75 for the next 6 months*. In the meantime, I think that some resolution to the improper, unfair & unjust policies, procedures and practices that DUKE does can be obtained.; in addition to monies owed & credited.

Thank you for listening. I shall await your response.

Respectfully,



Gail Chatman

multiple enclosures

30 pages of supporting documents (not including complaint form)
 * Beginning with my 1st payment of \$75 on 05/03/2010



Complaint Form

Print

Date: March 5, 2010

Complainant or Legal Representative Information

* Required Fields

Name *

Chatman, Gail

Firm (if applicable)

Mailing Address *

1207 Feaster Street

City, State Zip *

Whitmine, SC 29178-1350

Phone * (803) 694-9887 [temporarily disconnected]

E-mail *

ChatmanCobbs@aol.com

Name of Utility Involved in Complaint: * DUKE ENERGY

Type of Complaint (check appropriate box below.) * ALL APPLY

☒ Billing Error/Adjustments

☒ Deposits and Credit Establishment

☒ Wrong Rate

☐ Refusal to Connect Service

☒ Disconnection of Service

☒ Payment Arrangements

☐ Water Quality

☐ Line Extension Issue

☒ Service Issue

☐ Meter Issue

☒ Other (be specific) Misrepresentation, false statement regarding deposit issues, interest, amount, discrepancies

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Marva Patterson (803) 737-4750

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

STACEY, and 1 other Rep.

This is a complex, multi-facet complaint that covers more than 7 issues which are inter-related.

Attached are 9 typed pages that honestly, concisely and truthfully covers a "blow by blow" account of the poor, unprofessional, "sneaky", devious and unfair way Duke arbitrarily does business in this rural area; and takes deceitful advantage of customers because there is no other provider of service.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

1. late payments affixed & assessed related to \$50 disputed additional deposit - BE REMOVED - ALL WAIVED
2. Adjustment on bills for charging wrong rate (all electric power)
3. Begin payments (same/consistent) BASED on AVERAGE of 12 BILLS received; with any TRUE & ACCURATE balance paying additional \$10 dollars
4. As per request herewith complaint details

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF Newberry)

I, Gail Chatman
Complainant's Name *

verify that I have read my complaint filed on March 5, 2010

and know the contents thereof, and that said contents are true.

Gail Chatman
Complainant's Signature *

Internal Use Only

Processed By	Date
HE	

**A**GAIL CHATMAN
1207 FEASTER STAccount Number 3543
Verification Code 3
Bill Date 04/27/2009
Current Charges Past Due After 05/22/2009

Service From: APR 03 to APR 16 (13 Days)

Your next scheduled meter reading will occur between MAY 15 and MAY 20

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (-)
\$0.00	\$100.00	\$8.15	\$100.00	\$8.15

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	3876	3944	1	68 KWH	RS2 - Residential Service	7.91
					Prior Credit Balance	-100.00
					Municipal Fee	.24
					Deposit Due	100.00

Amount Due	8.15
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Electricity Usage	This Month	Last Year
Total KWH	68	N/A
Days	13	N/A
AVG KWH per Day	5	N/A
AVG Cost per Day	\$0.61	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

**Did you know you can balance your home's carbon output?**

Through Duke Energy's partnership with NC GreenPower, a nonprofit organization, you can purchase carbon offsets to support programs that reduce or prevent the release of carbon emissions. Visit www.duke-energy.com to learn more or to sign up for the Carolinas Carbon Offset program.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

B

Account Number

Verification Code

Bill Date

05/18/2009

Current Charges Past Due After

06/12/2009

Service From: APR 16 to MAY 15 (29 Days)

Your next scheduled meter reading will occur between JUN 16 and JUN 19

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$8.15	\$58.15	\$16.50	\$0.00	- \$33.50

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	3944	4072	1	128 KWH	RS2 - Residential Service	16.02
					Prior Credit Balance	-50.00
					Municipal Fee	.48
Credit Balance - Do Not Pay						-33.50

Electricity Usage	This Month	Last Year
Total KWH	128	N/A
Days	29	N/A
AVG KWH per Day	4	N/A
AVG Cost per Day	\$0.55	N/A

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

C

Account Number ~~0000000000~~
Verification Code
Bill Date 06/17/2009
Current Charges Past Due After 07/13/2009

Service From: MAY 15 to JUN 16 (32 Days)

Your next scheduled meter reading will occur between JUL 16 and JUL 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
- \$33.50	\$0.00	\$16.03	\$0.00	- \$17.47

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	4072	4194	1	122 KWH	RS2 - Residential Service	15.56
					Prior Credit Balance	-33.50
					Municipal Fee	.47
Credit Balance - Do Not Pay						-17.47

Electricity Usage	This Month	Last Year
Total KWH	122	N/A
Days	32	N/A
AVG KWH per Day	4	N/A
AVG Cost per Day	\$0.49	N/A

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



Save Big on Energy Saving Light Bulbs

Save 40 percent on energy efficient compact fluorescent light bulbs (CFLs). CFL bulbs last up to 10 times longer than incandescent bulbs. Print your coupons now at www.duke-energy.com/CFL.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST



Account Number ~~25555555~~
Verification Code
Bill Date 07/17/2009
Current Charges Past Due After 08/11/2009

Service From: JUN 16 to JUL 16 (30 Days)

Your next scheduled meter reading will occur between AUG 17 and AUG 20

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OH -)	AMOUNT DUE (=)
\$17.47	\$50.00	\$30.09	\$121.17	\$83.79

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
49651	4194	4486	1	292 KWH	RS2 - Residential Service	28.66
					Prior Credit Balance	-67.47
					Municipal Fee	1.43
					Balance From Account 1565692508	73.39
					Credit Bal from Acct 1565692508	-2.22
					Deposit Due	50.00
Amount Due						83.79

Electricity Usage	This Month	Last Year
Total KWH	292	N/A
Days	30	N/A
AVG KWH per Day	10	N/A
AVG Cost per Day	\$0.96	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



DISCONNECT NOTICE

Please pay \$53.70 by 5:00 p.m. Thursday, August 13, 2009 to avoid DISCONNECTION of electric service. If payment is not received you must pay \$83.79 and a reconnection fee to restore service. Your last payment of \$50.00 was received July 06, 2009.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

E

Account Number ~~9887~~ 35.
Verification Code
Bill Date 08/18/2009
Current Charges Past Due After 09/14/2009

Service From: JUL 16 to AUG 17 (32 Days)

Your next scheduled meter reading will occur between SEP 16 and SEP 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$83.79	\$33.79	53.24 \$53.99	\$0.00	\$103.99

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	4486	5064	1	578 KWH	RS2 - Residential Service	50.70
					Prior Balance Due	50.00
					Late Payment Charge	.75
					Municipal Fee	2.54
					Amount Due	103.99

50.70
2.54
53.24

Electricity Usage	This Month	Last Year
Total KWH	578	N/A
Days	32	N/A
AVG KWH per Day	18	N/A
AVG Cost per Day	\$1.58	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



*****DISCONNECT NOTICE*****

Please pay \$50.00 by 5:00 p.m. Monday, September 14, 2009 to avoid DISCONNECTION of electric service. If payment is not received you must pay \$103.99 and a reconnection fee to restore service. Your last payment of \$30.10 was received August 03, 2009.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



CHATMAN
FEASTER ST

F

Account Number ~~0000000000~~ 43
Verification Code 3
Bill Date 09/17/2009
Current Charges Past Due After 10/12/2009

From: AUG 17 to SEP 15 (29 Days)

Your next scheduled meter reading will occur between OCT 16 and OCT 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (-)
\$103.99	\$53.24	\$40.23	- \$0.75	\$90.23

METER READINGS: PREVIOUS	PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
5064	5472	1	408 KWH	RS2 - Residential Service	37.60
				Previous Months Adjustment - Credit	-.75
				Prior Balance Due	50.75
				Late Payment Charge	.75
				Municipal Fee	1.88
Amount Due					90.23

Usage	This Month	Last Year
H	408	N/A
	29	N/A
per Day	14	N/A
t per Day	\$1.30	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

DISCONNECT NOTICE

Please pay \$50.00 by 5:00 p.m. Wednesday, October 14, 2009 to avoid DISCONNECTION of electric service. If payment is not received you must pay \$90.23 and a reconnection fee to restore service. Your last payment of \$53.24 was received September 03, 2009.

37.60
1.88
\$ 39.48

spondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

Account Number ~~200-100-43~~
Verification Code 3
Bill Date 10/19/2009
Current Charges Past Due After 11/13/2009

Service From: SEP 15 to OCT 16 (31 Days)

Your next scheduled meter reading will occur between NOV 13 and NOV 18

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$90.23	\$39.48	\$45.07	\$0.00	\$95.82

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
149651	5472	5958	1	486 KWH	RS2 - Residential Service	42.20
					Prior Balance Due	50.75
					Late Payment Charge	.76
					Municipal Fee	2.11
Amount Due						95.82

Electricity Usage	This Month	Last Year
Total KWH	486	N/A
Days	31	N/A
/G KWH per Day	16	N/A
/G Cost per Day	\$1.36	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



DISCONNECT NOTICE

Please pay \$50.75 by 5:00 p.m. Tuesday, November 10, 2009 to avoid DISCONNECTION of electric service. If payment is not received you must pay \$50.75 and a reconnection fee to restore service. Your last payment of \$39.48 was received October 05, 2009.

42.20
2.11
44.31

Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



IL CHATMAN
07 FEASTER ST

H

Account Number ~~28011643~~
Verification Code 3
Bill Date 11/16/2009
Current Charges Past Due After 12/11/2009

ce From: OCT 16 to NOV 13 (28 Days)

Your next scheduled meter reading will occur between DEC 16 and DEC 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$95.82	\$44.31	\$46.73	\$0.00	\$98.24
METER READINGS: NUMBER PREVIOUS PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
651 5958 6475	1	517 KWH	RS2 - Residential Service	44.50
			Prior Balance Due	51.51
			Municipal Fee	2.23
Amount Due				98.24

Electricity Usage	This Month	Last Year
Total KWH	517	N/A
Days	28	N/A
/G KWH per Day	18	N/A
/G Cost per Day	\$1.59	N/A

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill.
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



Share the Warmth this Holiday Season

Your gift to Duke Energy's Share the Warmth fund will help those in need stay warm this winter. Contributions can be made using the postage paid envelope included with your bill. Learn more at www.duke-energy.com/community/programs/share-the-warmth

or Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com

44.50
2.23
46.73



GAIL CHATMAN
1207 FEASTER ST

I

\$104.81

Account Number
Verification Code
Bill Date
Current Charges Past Due After

12/17/2009
01/11/2010

Service From: NOV 13 to DEC 16 (33 Days)

Your next scheduled meter reading will occur between JAN 18 and JAN 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (-)
\$98.24	\$46.73	\$106.35	\$0.00	\$157.86
METER NUMBER	METER READINGS: PREVIOUS PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION
649651	6475 7694	1	1,219 KWH	RS2 - Residential Service
				Prior Balance Due
				Late Payment Charge
				Municipal Fee
				Amount Due
				99.82
				51.51
				1.54
				4.99
				157.86

Electricity Usage	This Month	Last Year
Total KWH	1,219	N/A
Days	33	N/A
AVG KWH per Day	37	N/A
AVG Cost per Day	\$3.02	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



*****DISCONNECT NOTICE*****
Please pay \$51.51 by 5:00 p.m. Thursday, January 14, 2010 to avoid DISCONNECTION of electric service. If payment is not received you must pay \$157.86 and a reconnection fee to restore service. Your last payment of \$46.73 was received December 03, 2009.

99.82
4.99
\$104.81

For Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

Account Number

Verification Code

Bill Date

Current Charges Past Due
After

Return

Price

3

01/19/2010

02/15/2010

Service From: DEC 16 to JAN 18 (33 Days)

Your next scheduled meter reading will occur
between FEB 15 and FEB 18.

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$157.86	\$104.81	\$228.85	\$0.00	\$281.90

METER NUMBER	METER READINGS: PREVIOUS PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	7694 10231	1	2,537 KWH	RS2 - Residential Service	\$217.19
				Prior Balance Due	\$53.05
				Late Payment Charge	\$0.80
				Municipal Fee	\$10.86
				Amount Due	\$281.90

Electricity Usage	This Month	Last Year
Total KWH	2,537	N/A
Days	33	N/A
AVG KWH per Day	77	N/A
AVG Cost per Day	\$6.58	N/A

A late payment charge of 1.5% will be added to
any past due utility balance not paid within 25
days of the bill date.

MESSAGES

DISCONNECT NOTICE



Please pay \$53.05 by 5:00 p.m. Thursday, February 11, 2010 to
avoid DISCONNECTION of electric service. If payment is not received you
must pay \$53.05 and a reconnection fee to restore service. Your
last payment of \$104.81 was received January 04, 2010.

For
Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-
energy.com



K

GAIL CHATMAN
1207 FEASTER ST

Account Number XXXXXXXXXX
Verification Code 3
Bill Date 02/16/2010
Current Charges Past Due After 03/15/2010

Service From: JAN 18 to FEB 15 (28 Days)

Your next scheduled meter reading will occur between MAR 15 and MAR 18

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$281.90	\$100.05	\$187.25	\$0.00	\$369.10

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	10231	12235	1	2,004 KWH	RS - Residential Service	178.33
					Prior Balance Due	181.85
					Municipal Fee	8.92

Amount Due	369.10
------------	--------

217.19 difference
178.33 last
28.86 2 mos.

Electricity Usage	This Month	Last Year
Total KWH	2,004	N/A
Days	28	N/A
AVG KWH per Day	72	N/A
AVG Cost per Day	\$6.37	N/A

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

100.00
8.92 MUNICIPAL Fee
178.33
\$287.25 TOTAL DUE
150.25

188
RONEENE
277108
WORKER #

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

Account Number

Verification Code

Bill Date

Current Charges Past Due After

03/16/2010

04/12/2010

Service From: FEB 15 to MAR 15 (28 Days)

Your next scheduled meter reading will occur between APR 16 and APR 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$369.10	\$0.00	\$127.86	\$0.00	\$496.96

METER NUMBER	METER READINGS: PREVIOUS	PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
349651	12235	13517	1	1,282 KWH	RS - Residential Service	119.17
					Prior Balance Due	369.10
					Late Payment Charge	2.73
					Municipal Fee	5.96
Amount Due						496.96

Electricity Usage	This Month	Last Year
Total KWH	1,282	N/A
Days	28	N/A
KWH per Day	46	N/A
Cost per Day	\$4.26	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

MM

Account Number

Verification Code

Bill Date

Current Charges Past Due After

04/19/2010

05/14/2010

Service From: MAR 15 to APR 16 (32 Days)

Your next scheduled meter reading will occur between MAY 17 and MAY 20

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$496.96	\$250.00	\$70.19	\$0.00	\$317.15

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
-----------------	-----------------------------	----------------------------	-----------------	----------------	------------------------------	--------

649651	13517	14097	1	580 KWH	RS - Residential Service	56.62
					Prior Balance Due	246.96
					Late Payment Charge	10.74
					Municipal Fee	2.83

Amount Due	317.15
------------	--------

Electricity Usage	This Month	Last Year
Total KWH	580	68
Days	32	13
VG KWH per Day	18	5
VG Cost per Day	\$1.77	\$0.60

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



COMPACT FLUORESCENT BULBS HELP YOU SAVE ENERGY AND MONEY

One of the easiest ways to lower your energy bill is to replace your standard bulbs with CFLs. Each CFL saves you up to \$30 on your electric bill over the life of the bulb. Install six CFLs and your savings will grow to \$180] Visit www.duke-energy.com/cfl

Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090

DUKE PHONE: 800-777-9898 www.duke-energy.com



N

DT02V
PO Box 1090
Charlotte, NC 28201-1090

04/30/2009

000300-01 119 DKDK ZA 0.390 000000000000



GAIL CHATMAN
1207 FEASTER ST
WHITMIRE, SC 29178



Subject: Deposit Receipt
Account Number: ~~XXXXXXXXXX~~
Service Street Address: 1207 FEASTER ST

Dear GAIL CHATMAN:

Thank you for your deposit of \$100.00 that was paid in full on APRIL 04, 2009. This letter serves as a record and a receipt of your deposit for electric service.

The deposit will be refunded when satisfactory credit is established in accordance with the rules and regulations of the state regulatory commission. The deposit may be refunded at another time if deemed appropriate.

Interest for the deposit will be paid or credited to your account at an interest rate of 3.50 per cent or as otherwise ordered by the state regulatory commission. If for any reason satisfactory credit is not established and your service is ever discontinued, your deposit (plus interest) will be applied to your final bill.

If you have questions about the deposit, desire information about our automatic bank draft program, or need additional information, please call us at the 24-hour customer service number listed in your local telephone directory. Thank you for the deposit and the opportunity to serve you.

Sincerely,

J. R. Rainear.
Credit Department



Cash Remittance
P. O. Box 1046
Charlotte, N. C. 28201 - 1046

APRIL 12, 2010

0000187

SP

9343

-C04-P00000- 2

SC24

GAIL CHATMAN
1207 FEASTER ST
WHITMIRE, SC 29178

Subject: **Final Disconnection Notice - S.C. Residential**
Account Number: ~~201-201-201~~

Dear GAIL CHATMAN:

*In addition to \$150.
already paid*

Our records indicate you received a reminder notice and disconnection notice regarding the past due amount outstanding for electric service at 1207 FEASTER ST. To prevent disconnection of your electric service, payment of \$31.85 must be received in our office before 5 p.m. on APRIL 14, 2010 to avoid disconnection on 04-15-2010. If payment is made after this time (including payments left in our drop box), the Total Amount Due of \$346.96 must be paid.

You may find it convenient to pay your electric bill with a major credit card or by automated check processing. For your convenience, we now accept MasterCard, Visa, Discover and automated checks (through a third party vendor for a nominal fee). If these payment options meet your needs, simply call us at (800) 777-9898 with your credit card or check information.

If you do not pay the above amount and your service is disconnected, the total amount due of \$346.96 and a reconnect fee of \$15.00 will be required to restore your service. A deposit also may be required to either restore or maintain service if your service is disconnected or if your account continues to carry a past due balance.

If payment has been made, please disregard this notice. To verify your payment was received or if you have questions about your account, please call us at (800) 777-9898. Our credit department hours are 7 a.m. to 7 p.m. Monday - Friday and 9 a.m. to 1 p.m. on Saturday. Thank you for your prompt attention to this matter.

Para interpretacion de esta noticia muy importante de su servicio electrico, por favor llame a la compania de Duke Energy y pida un representante que habla espanol.

Sincerely,

J. R. Rainear,
Credit Department

4/13

*276-2160
321-2185 ext. 05
321-211*

P,
Social Security Administration
Retirement, Survivors, and Disability Insurance

GAIL CHATMAN
1207 FEASTER ST
WHITENIE SC 29178

April 1, 2010
[REDACTED] A

The enclosed notice was returned to us by the U.S. Post Office and is being remailed to you for your information and/or necessary action.

For future reference, please keep this cover letter attached to the remailed notice.

See Enclosure

P2

Social Security Administration
Retirement, Survivors and Disability Insurance
Important Information

Mid-Atlantic Program Service Center
300 Spring Garden Street
Philadelphia, Pennsylvania 19123-2992
Date: February 3, 2010
Claim Number: [REDACTED] 3HA

[REDACTED]
[REDACTED]
GAIL CHATMAN
[REDACTED]

SCHENECTADY NY 12301-0019

The State of New York will no longer pay your Medicare medical insurance premiums after December 2009. You must pay the premiums beginning January 2010.

What We Will Pay And When

- You will receive \$389.00 for February 2010 around March 3, 2010.
- After that you will receive \$610.00 on or about the third of each month.

Information About Medicare

Any additional premiums due will be deducted from your check.

To Cancel This Insurance

If you want to cancel this insurance, please contact the local Social Security office at the telephone number and address shown below. Remember that the date your insurance coverage ends depends on when you cancel it:

- If you cancel it within 30 days from the date of this notice, your coverage will end at the same time the State stopped paying the premiums.
- If you cancel it after 30 days but within six months of when the State stopped paying the premiums, coverage will stop at the end of the same month in which you contact us.
- If you wait more than 6 months to contact us, coverage will stop at the end of the month after the month in which you contact us.



*this is
a lie; they
don't do this;
how is
any*

Providing reliable electric service through vegetation management.

Vegetation on power lines can adversely impact the reliability of your electric service. To minimize power interruptions resulting from overgrowth, Duke Energy uses an environmentally responsible vegetation management program to control the natural plant growth within power line rights of way; a critical part of this program is herbicide application. Our objective with herbicide application is to keep power lines clear of tall growing plants, while maintaining low growing vegetation for wildlife habitat.

We use professional contractors in our herbicide application process who utilize backpack sprayers to selectively apply the product.

Duke Energy contractors have been trained on the proper, safe and environmentally responsible techniques of managing plant growth. All products used by Duke Energy are approved by the Environmental Protection Agency and appropriate state agencies.

If you have questions about Duke Energy's vegetation management program, please visit us at www.duke-energy.com/safety/right-of-way-management/managing-with-herbicides.asp or call 1-800-777-9898.

04/10H



R

* * * Communication Result Report (Jul. 6. 2009 4:08PM) * * *

1) Whitmire Memorial Li.
2)

Date/Time: Jul. 6. 2009 4:08PM

File


No. Mode	Destination	Pg(s)	Result	Page Not Sen.
0453 Memory TX	18037374750	P. 3	OK	

Reason for error
E. 1) Hang up or line fail
E. 3) No answer
E. 5) Exceeded max. E-mail size

E. 2) Busy
E. 4) No facsimile connection

(803) 737-4750

ATTN: Marva Patterson

F A X Whitmire Memorial Library 1510 S Church Street Whitmire, SC 29178 Phone: (803) 694-3961 Fax: (803) 694-9945 	To: Fax number: (803) 737-4750
	From: Fax number:
	Date: July 6, 2009
	Regarding: COMPLAINT UNJUST/UNFAIR CHARGES OF NON-REGULATION FEES/CHARGES
	Phone number for follow-up: (803) 694-9887
Comments: Rev your request and forwarding my confirmation receipt for deposits given to Duke. I am enclosing the old account (10/30/08) that Duke received up interest from 10/30/08 - 03/17/09; and the current account (2008/03/17) receipt, also. That happen to interest on old acct; it was never applied. At this point every cent counts. Thanks 1,000,000! I shall follow up w. a call to your office. Phil Chatman	

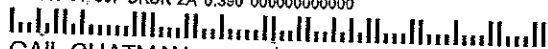


S

DT02V
PO Box 1090
Charlotte, NC 28201-1090

12/03/2008

003017-01, 397 DKDK ZA 0.390 000000000000



GAIL CHATMAN
1207 FEASTER ST
WHITMIRE, SC 29178

Subject: Deposit Receipt
Account Number: ~~000000000000~~
Service Street Address: 1207 FEASTER ST

Dear GAIL CHATMAN:

Thank you for your deposit of \$150.00 that was paid in full on NOVEMBER 03, 2008. This letter serves as a record and a receipt of your deposit for electric service.

The deposit will be refunded when satisfactory credit is established in accordance with the rules and regulations of the state regulatory commission. The deposit may be refunded at another time if deemed appropriate.

Interest for the deposit will be paid or credited to your account at an interest rate of 3.50 per cent or as otherwise ordered by the state regulatory commission. If for any reason satisfactory credit is not established and your service is ever discontinued, your deposit (plus interest) will be applied to your final bill.

If you have questions about the deposit, desire information about our automatic bank draft program, or need additional information, please call us at the 24-hour customer service number listed in your local telephone directory. Thank you for the deposit and the opportunity to serve you.

Sincerely,

J. R. Rainear.
Credit Department



GAIL CHATMAN
1207 FEASTER ST

T

Account Number
Verification Code
Bill Date
Current Charges Past Due After

Service From: NOV 01 to NOV 13 (12 Days)

Your next scheduled meter reading will occur between DEC 15 and D

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$0.00	\$150.00	\$29.76	\$150.00	\$29.76

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	0	343	1	343 KWH	RS2 - Residential Service	28.89
					Prior Credit Balance	-150.00
					Municipal Fee	.87
					Deposit Due	150.00
Amount Due						29.76

Electricity Usage	This Month	Last Year
Total KWH	343	N/A
Days	12	N/A
AVG KWH per Day	29	N/A
AVG Cost per Day	\$2.41	N/A

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

5 54
2.73
2.81

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

Account Number
Verification Code
Bill Date
Current Charges Past Due After

Service From: NOV 13 to DEC 15 (32 Days)

Your next scheduled meter reading will occur between JAN 16 and J

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$29.76	\$0.00	\$123.38	\$0.00	\$153.14

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	343	1736	1	1,393 KWH	RS2 - Residential Service	119.35
					Prior Balance Due	29.76
					Late Payment Charge	.45
					Municipal Fee	3.58
Amount Due						153.14

Electricity Usage	This Month	Last Year
Total KWH	1,393	N/A
Days	32	N/A
AVG KWH per Day	44	N/A
AVG Cost per Day	\$3.73	N/A

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



Share the Warmth this holiday season

Your gift to Duke Energy's Share the Warmth fund will help those in need stay warm this winter. Contributions can be made using the postage paid envelope included with your bill. To learn more about this rewarding program, visit www.duke-energy.com and enter "share" in the search box.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



W

GAIL CHATMAN
1207 FEASTER ST

Account Number ~~00000000~~
Verification Code 6
Bill Date 02/17/2009
Current Charges Past Due After 03/16/2009

Service From: JAN 16 to FEB 16 (31 Days)

Your next scheduled meter reading will occur between MAR 17 and MAR 20

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$140.98	\$75.00	\$73.92	\$0.00	\$139.90

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
9651	2433	3272	1	839 KWH	RS2 - Residential Service	70.81
					Prior Balance Due	65.98
					Late Payment Charge	.99
					Municipal Fee	2.12
Amount Due						139.90

75.
\$ 64.90

Electricity Usage	This Month	Last Year
kWH	839	N/A
s	31	N/A
kWH per Day	27	N/A
Cost per Day	\$2.28	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



DISCONNECT NOTICE

Please pay \$65.98 by 5:00 p.m. Friday, March 13, 2009 to avoid DISCONNECTION of electric service. If payment is not received you must pay \$65.98 and a reconnection fee to restore service. Your last payment of \$75.00 was received February 13, 2009.

Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST



Account Number ~~1000000000~~
Verification Code 6
Bill Date 03/18/2009
Current Charges Past Due After 04/13/2009

Service From: FEB 16 to MAR 17 (29 Days)

Your next scheduled meter reading will occur between APR 16 and APR 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$139.90	\$0.00	\$56.38	\$95.00	\$291.28

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
349651	3272	3876	1	604 KWH	RS2 - Residential Service	52.70
					Prior Balance Due	139.90
					Late Payment Charge	2.10
					Municipal Fee	1.58
					Returned Check	75.00
					Returned Check Fee	20.00
Amount Due						291.28

Electricity Usage	This Month	Last Year
Total KWH	604	N/A
Days	29	N/A
VG KWH per Day	21	N/A
VG Cost per Day	\$1.82	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

For Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

Y
\$44.28

Account Number
Verification Code
Bill Date 03/25/2009
Current Charges Past Due After 04/20/2009

Service From: FEB 16 to MAR 17 (29 Days)

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$291.28	\$0.00	\$54.07	- \$204.28	\$141.07

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
9651	3272	3876	1	604 KWH	RS2 - Residential Service	52.50
					Previous Months Adjustment - Credit	-54.28
					Prior Balance Due	291.28
					Municipal Fee	1.57
					Deposit Refund Applied	-150.00
Final Bill Amount Due						141.07

Electricity Usage	This Month	Last Year
KWH	604	N/A
	29	N/A
KWH per Day	21	N/A
Cost per Day	\$1.81	N/A

Our records indicate your telephone number is ???-???-????. If this is incorrect, please follow the instructions on the back of the bill.
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

141.07
15.00
156.07
140.00
16.07
\$26.07

156.07
-10.00
\$166.07

Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



GAIL CHATMAN
1207 FEASTER ST

Z

Account Number ~~0000000000~~
Verification Code 6
Bill Date 04/21/2009
Current Charges Past Due After 04/20/2009

Service From: MAR 17 to MAR 17 (Days)

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$141.07	\$64.90	\$0.00	\$0.00	\$76.17

METER NUMBER	METER READINGS: PREVIOUS PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
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Prior Balance Due 76.17

Final Bill Amount Due 76.17

Electricity Usage	This Month	Last Year
Total KWH	N/A	N/A
Days	N/A	N/A
VG KWH per Day	N/A	N/A
VG Cost per Day	N/A	N/A

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

For Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com



AIL CHATMAN
207 FEASTER ST

AA

Account Number ~~688220~~ 6
Verification Code
Bill Date 05/20/2009
Current Charges Past Due After 06/15/2009

Service From: MAR 17 to MAR 17 (Days)

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$76.17	\$5.00	\$1.14	\$0.00	\$72.31

METER NUMBER	METER READINGS: PREVIOUS PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
				Prior Balance Due	71.17
				Late Payment Charge	1.14
				Final Bill Amount Due	72.31

Electricity Usage	This Month	Last Year
Total KWH	N/A	N/A
Days	N/A	N/A
VG KWH per Day	N/A	N/A
VG Cost per Day	N/A	N/A

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill.
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

X 71.17
5.00 5/1/09
66.17
5 6/1/09
61.17

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com

**AB**AHL CHATMAN
07 FEASTER STAccount Number ~~XXXXXXXXXX~~ 8
Verification Code 6
Bill Date 06/19/2009
Current Charges Past Due After 07/14/2009

Price From: MAR 17 to MAR 17 (Days)

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$72.31	\$0.00	\$1.08	\$0.00	\$73.39

METER	METER READINGS:	MULTI-	TOTAL	RATE SCHEDULE	AMOUNT
NUMBER	PREVIOUS	PLIER	USAGE	DESCRIPTION	
				Prior Balance Due	72.31
				Late Payment Charge	1.08
				Final Bill Amount Due	73.39

Electricity Usage	This Month	Last Year
Total KWH	N/A	N/A
Days	N/A	N/A
AVG KWH per Day	N/A	N/A
AVG Cost per Day	N/A	N/A

Our records indicate your telephone number is 803-694-9887. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-777-9898 www.duke-energy.com

AC

Duke Energy Bill Pay
4/2/2009 9:35:35 PM
Thomas Grocery And Grill
200 Billiam Stret
Whitnair, SC 29170

Terminal ID:415801
Confirmation Code: 248878

Acct Number: ~~XXXXXXXXXX~~
Acct Name: CHATMAN, GAIL
Auth Num: 000268637
ELECTRIC Paid: 64.90
Reconnect Fee: 0.00
Transaction Fee: 0.00

=====
Total Paid: 64.90

YOUR PAYMENT HAS BEEN
ACCEPTED AND APPLIED TO YOUR
DUKE ENERGY ACCOUNT. YOU
HAVE A REMAINING BALANCE OF
\$76.17 DUE ON OR BEFORE
04-20-2009.

Duke Energy Bill Pay
4/2/2009 9:34:30 PM
Thomas Grocery And Grill
200 Billiam Stret
Whitnair, SC 29170

Terminal ID:415801
Confirmation Code: 248877

Acct Number: ~~XXXXXXXXXX~~
Acct Name: CHATMAN, GAIL
Auth Num: 000268636
DEPOSIT Paid: 100.00
Reconnect Fee: 0.00
Transaction Fee: 0.00

=====
Total Paid: 100.00

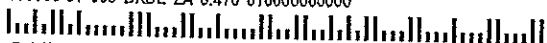
YOUR PAYMENT HAS BEEN
ACCEPTED AND APPLIED TO YOUR
DUKE ENERGY ACCOUNT.

**AD**

Cash Remittance
P. O. Box 1046
Charlotte, N. C. 28201 - 1046

MARCH 11, 2009

000156-01 069 DKDE ZA 0.470 010000000000



GAIL CHATMAN
1207 FEASTER ST
WHITMIRE, SC 29178

Subject: **Final Disconnection Notice - S.C. Residential**
Account Number:

Dear GAIL CHATMAN :

Our records indicate you received a reminder notice and disconnection notice regarding the past due amount outstanding for electric service at 1207 FEASTER ST. To prevent disconnection of your electric service, payment of \$65.98 must be received in our office before 5 p.m. on MARCH 13, 2009 to avoid disconnection on 03-16-2009. If payment is made after this time (including payments left in our drop box), the Total Amount Due of \$140.98 must be paid.

You may find it convenient to pay your electric bill with a major credit card or by automated check processing. For your convenience, we now accept MasterCard, Visa, Discover and automated checks (through a third party vendor for a nominal fee). If these payment options meet your needs, simply call us at (800) 777-9898 with your credit card or check information.

If you do not pay the above amount and your service is disconnected, the total amount due of \$140.98 and a reconnect fee of \$15.00 will be required to restore your service. A deposit also may be required to either restore or maintain service if your service is disconnected or if your account continues to carry a past due balance.

If payment has been made, please disregard this notice. To verify your payment was received or if you have questions about your account, please call us at (800) 777-9898. Our credit department hours are 7 a.m. to 7 p.m. Monday - Friday and 9 a.m. to 1 p.m. on Saturday. Thank you for your prompt attention to this matter.

Para interpretacion de esta noticia muy importante de su servicio electrico, por favor llame a la compania de Duke Energy y pida un representante que habla espanol.

Sincerely,

J. R. Rainear.
Credit Department